



## EVALUATION REPORT



**PROJECT TITLE: Pendle Intermediary Project**

**PROJECT REF NO: ESF/0203/242**

**LEAD ORGANISATION: Pendle Borough Council, Regeneration Unit**

Overview of the Project Activity and Partners

PIP works with unemployed residents of Pendle's deprived wards, developing employability, overcoming barriers to labour market entry and pro-actively matching skills and aspirations with vacancies. Due to this target group, many clients start off accessing unskilled, short-term work, however PIP works with them through this period to ensure they become established in the Pendle Economy and progress to the limit of their personal capacity. The project objectives were:

- Provide vocational training / wage subsidy for 40 unemployed people
- To work with at least 15 women clients with 10 of these going on to get ESF training
- To work with at least 20 minority ethnic people with at least 10 moving into secure employment at the end
- To operate in a clear partnership structure – promoting joined up inter-agency action to overcome social exclusion – with at least 5 representative Steering Group meetings during the project.

The project has worked with unemployed clients, local businesses and partners to achieve the aims. The activities undertaken with these groups are listed below.

With unemployed clients:

- PIP has helped build confidence, produce and update c.v.'s, work on interview techniques, explore career preferences, develop individual action plans, and subsidise appropriate training. PIP has also provided psychometric testing for clients who need help defining career goals or identifying their skills and strengths.
- PIP has supported clients who wish to set up their own business both within PIP by providing guidance and advice and also by referral to partner organisations.
- PIP has provided both bilingual and women only advice as appropriate to ensure the inclusion of harder to reach sections of the community.

With local businesses:

- PIP has worked closely with businesses to identify gaps in the labour market and

provide a service for these businesses whereby PIP can provide suitable clients for interview and also provide a follow up service if clients are taken on.

- PIP has used wage subsidies to encourage the employment of clients who require training or skill development to satisfy the needs of the employer.
- PIP has also provided training for clients, targeted at specific needs of the local businesses, thereby enabling these clients to gain skilled employment.

With partners:

PIP has worked with a range of partners, including the referral of clients to and from partners, as well as providing funds to enable partners to work with referred clients.

The partners are:

- **Pendle Re-Employment Project (PRP)** – PIP has worked closely with PRP to provide additional support to clients already with PRP. This has involved extra jobsearch, c.v. and job application work as well as the use of ESF funds for additional training and wage subsidies. In addition to the original proposal, which envisaged funding used for wage subsidies, the partnership has developed to include the previously mentioned additional training and jobsearch work.
- **Ethnic Minority Benevolent Association (EMBA)** – PIP has worked closely with EMBA to provide a business start up service to ethnic minority clients. In addition to the original proposal some funding has also been provided as wage subsidies to enable EMBA clients to gain permanent employment.
- **Employment Services** – In addition to the original proposal PIP has worked closely with both Nelson and Colne Job Centres. At Colne, regular outreach work has been done to enable clients in the 2 deprived wards of Colne access to PIP services without needing to travel to Nelson. In Nelson, a close working relationship has developed with the Job Centre involving the referral of clients between Job Centre and PIP and vice versa depending on the assistance required.
- **Nelson & Colne College** – In addition to the original proposal, PIP has worked closely with the College, including the College's outreach workers, to provide guidance for College leavers as well as referring PIP clients for training at the College, in particular the ESOL classes and the computer training centres run by the College.

## Achievements of the Project

In relation to the Outputs, Outcomes and Key Milestones the following results were achieved:

### Outputs

- Number of Beneficiaries Assisted : 75 ( Target was 40 )
- Number of Beneficiaries Receiving ESF Training : 41 ( Target was 25 )
- Number of Females Assisted : 23 ( Target was 10 )
- Number Working Towards a Qualification : 33 ( Target was 15 )

### Outcomes

- Positive Outcome on Leaving : 30 ( Target was 18 )
- Number in Work on Leaving : 20 ( Target was 16 )
- Number Moving into Self Employment : 10 ( Target was 4 )
- Number of Unemployed in Work after ESF Support : 30 ( Target was 4 )

### Key Milestones

- Review of Database to Identify 20 Most Disadvantaged Clients for ESF Intervention ( Nov 02 )

By end of November 02 the database had been gone through and suitable candidates had been identified. The number was not the 20 planned but through the following months new clients were identified so that by the end of the project a total of 75 clients had been identified and worked with.

- House to House Leaflet Drop in Target Wards ( Nov 02 )

In Feb 03 East Lancashire Newspapers did a leaflet drop in the target wards. Some clients came forward as a result of these however the number was small.

- Select Further 20 Most Disadvantaged Clients From New Beneficiaries ( Jan/Apr 03 )

As mentioned above the selection of clients was an ongoing exercise and depended on the clients signing up to the project at the time. By the end of April 03 there were 17 clients benefiting from ESF intervention

- Review Representation on Steering Group to Ensure Inclusive Approach ( Dec 02 )

The make up of the Steering Group was assessed and a meeting held in Jan 03

- Quarterly Steering Group to Oversee Progress Against Targets and Budgets

The Steering Group met in Jan 03, Mar 03, Aug 03 and Oct 03.

- 12 Clients Ready to Start Active Jobsearch ( Mar 03 )

By March 03 14 clients had received ESF help and of these 2 had left the project while the remaining 12 were receiving jobsearch assistance

- 24 Clients Ready to Start Jobsearch ( Sept 03 )

By Sept 03 45 clients had received ESF help and of these 2 had left the project while the remaining 43 were receiving jobsearch assistance

- 10 Clients into Employment / Self Employment ( Jul 03 )

By July 03 a total of 13 clients were in either employment or self-employment having received ESF assistance.

- 20 Clients into Employment / Self Employment ( Dec 03 )

By Dec 03 a total of 30 clients were in either employment or self-employment having received ESF assistance.

- Evaluate Project Effectiveness ( Dec 03 / Jan 04 )

During Dec 03 a mailing was made to all clients of the project which included a questionnaire on the project and the services provided and their usefulness to the client. This questionnaire was produced for the project as a whole so it included clients who had not received ESF assistance, however the service provided to all clients is the same so the results of the questionnaire can be seen as a reflection of the service given to ESF beneficiaries. A summary of the questionnaire responses can be found in Appendix 1 along with a blank questionnaire in Appendix 2. As can be seen from the results the feedback was positive and the only negative comments were about the project having a greater knowledge of young peoples needs and the problem sometimes in contacting the Every Opportunity for Women Office. All feedback is discussed at Mentor Meetings and the issue of contacting Every Opportunity has now been resolved with the employment of a full time administration officer. The issue of dealing with young people is being worked on and hopefully closer links with the Connections service can be made to enable a greater understanding of helping the young.

- Press Release Featuring Most Successful Outcomes ( Dec 03 )

A newsletter is currently being produced for the project, which will include success stories as well as comments from partners and users of the service. Once this is produced it will be sent to all partners and funders and the contents will be used as a basis for a press release.

#### Areas of Innovation

Within the scope of the project we tried to assess gaps in the employment market which could be exploited and if possible target the training of clients to fill these gaps. One such example of this was that one of the Council Community Officers had been in contact with

someone who worked as a private ambulance driver for the Health Authority. They had run training courses previously in the area of patient care and handling and providing a private ambulance service. The council officer and the trainer both had potential clients who would be interested in this area of work and the Health Authority were looking for people to give contracts to. Various types of contract were available which covered various groups of patients, so for able patients, who just needed transport to clinics, the only vehicle required would be a private car, subject to safety checks on the vehicle. This meant that with the training provided and an assessment from the Health Authority the clients should be able to get a contract. The training course was held in Dec 03 and before the course was completed 1 client had already got a contract with the Health Authority. Other courses were also arranged with outside partners covering First Aid and Food Hygiene.

One further innovation was the fact that to encourage partnership working and to enable us to use ESF funds to help partners clients, and to claim them as our outputs, we agreed to pay an administration fee to partners. This strengthened our joint working and also helped convince the partner that we were not just hunting for outputs but were genuinely committed to helping both themselves and their clients.

#### Identification of Areas of Good Practice and Areas for Improvement

During the course of the project we achieved the Matrix standard for Advice and Guidance and as part of the assessment report they identified our areas of good practice and areas of improvement.

##### Areas of Good Practice

- The development and motivation of a committed, enthusiastic and supportive team
- The building of effective partnership and network links and the use of these both for signposting and referring clients and as part of the service's knowledge database.
- The operation of a comprehensive induction process that provides a detailed service-based induction, including job shadowing arrangements, in addition to the Council's corporate induction process.
- The development of an Evaluation Strategy as a tool for the service's continued quality improvement process, with a clear focus on a longer-term strategic view and the ongoing development and use of partnership and network links.
- The work in preparing for the Matrix standards has enabled the team to identify and to rectify gaps and to consolidate good practices.

##### Areas for Improvement

- The service may wish to consider the use of alternative feedback arrangements with the aim of increasing the volume of feedback, with a particular focus on the identification of service gaps and potential improvements
- The organisation may find it useful to consider the benefits of inviting representatives from local communities to be members of the Steering Group, this may provide the potential for direct feedback from local people about services that are clearly aimed at addressing local needs.
- The service may wish to consider the introduction of arrangements that will ensure that personal knowledge, regarding training and employment opportunities, is recorded

formally with a view to avoiding any potential gaps when staff are absent or move on to other jobs.

The above findings were agreed by the project and we felt that a fair assessment had been made and the areas for improvement were things that we will certainly act upon. The Matrix assessment was very worthwhile and enabled us to ensure that all our procedures were documented and maintained and could therefore be easily referenced to ensure that everyone was working to the same standards.

One area, which we feel we should develop, that was not mentioned in the Matrix assessment, is our need to strengthen the care of clients newly established in the work place to ensure they stay and develop. We currently monitor clients in employment but could be more proactive in ensuring their development and success in the employment. This is something that we will be working on in the future.

### Lessons Learnt

The need to gather client feedback information was something that we learnt during the course of the project. The relatively low response level to our questionnaire mailing (25%) showed us that we need to be more immediate with gathering feedback as the longer it is left then the less the client remembers and also the less likely they are to give a response.

As we worked closely with partners, including using ESF funding to assist their clients, we found it a complex procedure to claim these clients as our own outputs and outcomes. This is something that in the future needs more structure to ensure that all parties know how the process works and what it is possible to claim.

The previously mentioned procedure of paying an administration fee to partners to enable us to claim outputs when working with their clients was a definite help in developing partnership working.

Our liaison with the Job Centres developed over the course of the project and improved once we moved from dealing with individual advisors to dealing with one contact at a Job Centre who would then pass information to the relevant advisor. This meant that information was passed more efficiently to all parties and that there was a central record at each Job Centre of all communication rather than it being spread between different advisors. The adoption of formal referrals from the Job Centre and the completion and return of these forms along with record sheets of all dealings with the Job Centre was another help in ensuring that all parties were up to date with client progress. In addition regular meetings and briefings to Job Centre staff ensured that any new advisors were aware of the relationship and what we could offer to benefit their work.

### Dissemination of Good Practice including Details of Dissemination Materials Produced

Regular mentor meetings are held by the project where everyone is updated on the current state of the project and the current figures regarding outputs and outcomes. An important part of these meetings is the discussion of current work practices to ensure that standards

are maintained. Any unusual cases and situations are discussed and where these result in the adoption of new practices these are defined and discussed to ensure that every mentor follows them.

Although good practice was known by everyone the Matrix process enabled these to be looked at in detail and definitive versions produced which were available to everyone. These were also put in the reception area so that clients could see the way they should be dealt with and this was accompanied with anonymous comment forms enabling a client to complain if they felt they had been treated unfairly. The formal complaint procedure is also available to clients should that wish to make more than an anonymous comment. In a clients first interview they are also made aware of how they should expect to be treated and part of the action plan, which is signed by the Mentor, details how the project will help the client.

Details of Publicity Undertaken (attach copies of any advertising/publicity materials produced)

Appendix 3 has a copy of the newsletter that has been produced along with a copy of our project leaflets.

As previously mentioned the leaflets have been sent door to door in the target areas as well as being placed in communal centres, i.e. community centres, surgeries, information posts, council offices and partner organisations.

The newsletter is being sent to partners and funders and the stories in it will be produced as press releases.

#### Case study

Abdul was a client who came to us as he had worked as a gas fitter but his CORGI registration had expired and he needed to retake his gas safety and gas appliance tests before he could re-apply for his CORGI registration. He had already been to Burnley College and had a test but he had failed and they were not sure if it was his language that was the problem or whether he did not have the knowledge required to do the test. We talked with Abdul about the test and he explained that a lot of new regulations had been brought in since his last test and this was why he failed his safety test. He was confident that when the College sent him the new regulations he would be able to pass the test. We felt that his language was not a barrier to his passing the test and this was confirmed by getting one of our bi-lingual staff to talk to him. They had worked as an interpreter and agreed that he should have no problems with his standard of English. We contacted the College and confirmed that we would be able to fund his tests with the ESF funds and they sent us the registration form to complete. Prior to his tests we contacted Abdul to check that the College had sent all the information he required and that he was happy with the upcoming tests. He contacted us following the tests and confirmed that he had passed the safety test. Unfortunately there was a problem with one of his appliance tests and he would have to retake it. We agreed that we could fund this and notified the College. He subsequently retook the test and passed. The Job Centre then contacted us, as he wanted to start working as a self-employed fitter but needed to pay for his CORGI registration to do this. As they have limited funds for each client they asked if we could help fund his registration. We agreed to this and he brought his registration forms to the project for us to fill in with him and to send off with the payment. While he was here we were able to refer him to our business advisor who was able to do a couple of sessions with him to help with his self-employment. A couple of weeks later Abdul contacted us to say that he had received his CORGI registration and would soon be starting in self-employment. The following week the Job Centre contacted us to confirm that he was signing off and would start in self-employment from 1<sup>st</sup> December 2003.

Without the ESF funds we would not have been able to help Abdul as he had all the skills needed for his chosen career but lacked the funds required to become a legally registered fitter. Through the funding and our advice we were able to enable him to set up in self-employment and hopefully ensure him a continuous and profitable career.

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Views of customers and/or partners

During the time of the project we have received and requested views from partners and customers. The comments of clients, which we received during our feedback exercise, can be seen in appendix 4. The comments of two partners are reported below.

**Pendle Re-Employment Project**

“ PRP have worked alongside Tackling Unemployment and Every Opportunity for Women for some time. A representative visits our trainees on a weekly basis giving advice on job opportunities, specialist training and wage subsidies. The provision has added value to our existing jobsearch programme. Trainees have been provided with jobsearch advice and funded for forklift truck training, driving lessons and for attending a health and hygiene course. Employers have been encouraged to take on unemployed persons by offering wage subsidies. We have found the staff to be both friendly and professional. They can always be relied upon to keep appointments, follow up information and generally be available when needed.” – **Linda Midgley, Placement Officer.**

**Nelson & Colne College**

“ I have worked with Tackling Unemployment and Every Opportunity for Women for some time now. I feel that our partnership is very good. I receive referrals on a regular basis and offer the clients advice and guidance on education courses. I refer clients back to TUP and Every Opportunity who may need advice and guidance on jobsearch techniques, training and self-employment. The feedback that I have received in the past is very positive and I feel that they receive a client centred approach and gain more value from accessing both services.” – **Shahida Ahmed, Learner Services Bilingual Advisor.**

Comparison of how the project dealt with Information Communication Technologies, Equal Opportunities and Sustainability

**Information Communication Technologies**

As stated in the project proposal computers have been used to record information, maintain client records and produce letters, documents, reports spreadsheets etc. Coursework and handouts covering such areas as CV writing, interview techniques and presentations have been produced and used by clients. The internet has been a heavily used resource and enabled clients to search for jobs, information on careers and locations, gain advice, apply directly for jobs and email CV's and applications to prospective employers. In addition the project also purchased adult guidance and career guidance software which clients are able to use to match their skills to suitable occupations or to find information on how to progress in a chosen career. Through contact with a local driving school the project obtained copies of theory test, hazard perception test and lorry driving theory test software which clients were able to use to practise for tests.

As a result of this work the project has been able to present information and maintain records in an efficient and professional manner. The major program used for recording

information has been the Maximiser database which is used to record information on all clients and is updated after every client interaction to ensure that there is always an up to date picture on a clients progress.

The clients have benefited from this work as in addition to the benefits mentioned earlier they have also been able to practice and develop computer skills in a safe and non-threatening environment. When producing CV's etc. clients are shown the work on the computer and encouraged to make changes and comments prior to it's completion so that they are fully involved in the process and get to see how the computer is used to produce the document. If clients have access to email then the completed document is sent to them so they can produce their own copies when required. All documents are kept on the system so that clients can contact the project at any time for more copies.

### **Equal Opportunities**

As stated in the proposal the project anticipated working with women and ethnic minorities and openly encouraged clients from these areas. The provision of a women only service enabled this to occur and partnership work with organisations such as Pendle Pakistani Welfare Association, Ethnic Minority Benevolent Association and Community Groups along with the Councils own community officers ensured that the project was able to attract members of the ethnic minority community. Project leaflets and literature were translated into Urdu and included information about women only and bilingual mentoring. Of the 75 clients assisted through ESF 23 of them were women and 47 of the total assisted were from the ethnic minority community.

All efforts were made to ensure the project buildings were fully accessible, however as the main buildings are leased this was not always possible. To allow for this arrangements were made to see clients at the Town Hall which has dedicated interview rooms which are fully accessible and is located 100m from the projects offices. In addition mentors were made aware of where to get help with sign language and also the provision of Braille translation of material.

When dealing with training organisations and employers the project ensured that there were suitable equal opportunity policies in place and always asked clients about there treatment in a confidential way to ensure a true picture of the provision. As a part of Pendle Council the project itself is governed by the Councils equal opportunity policy and clients were always made aware of the complaints procedure and encouraged to make comments either formally or anonymously.

### **Sustainability**

As stated in the proposal the project aimed to encourage social progress by providing the unemployed with the skills and qualifications required to enhance their employability and gain employment. The project aimed to provide a more intense service in an informal and confidential setting than can be provided by main stream services such as Job Centre Plus. The important aspect of this was to provide clients with skills that would secure long term employment and not just provide a stop gap term of employment. The project achieved this by working intensely with clients and providing a guiding approach which enables clients to empower themselves and develop a self help approach which ultimately leads to the client doing things they want to and achieving more sustainable results as they

feel that they had control of the course taken and the outcome.

#### Sustainability of the Project's Activities (Exit Strategy/Mainstreaming)

The project recognises that the clients it aims to help are the hardest to help due to social exclusion and therefore realise that the project needs to continue working with these clients to ensure sustained progress. The links with other organisations and partners through both the steering group and partnership working have ensured that the project is always providing an additional service and not duplicating existing services. Through these good links it has been possible for the project to prove the worth of its work and has enabled it to apply for and gain funding through a variety of ESF co-finance bids thereby ensuring its continuation for the next 3 years. The project has also built up strong links with the Lancashire IAG NOW Network, which means it is involved in regional strategies for continuing employment and social progress initiatives.

#### Details of tools used to evaluate the impact of the project

As previously mentioned the project ask clients to complete questionnaire about the service and also encourage the writing of comments and suggestions.

Partner organisations and employers worked with are asked for feedback and their comments noted and where possible acted upon.

The project underwent assessment for the Matrix standard an Dec 03 and successfully achieved it. This work involved a lot of project evaluation as well as the inspection by the Matrix assessor and the report produced by him has been a useful tool in evaluating the project.

The regular steering group meetings have meant the production of quarterly reports and the meetings also ensure continuous improvement of the project.

As part of the Council's Regeneration Unit the project is included in the service delivery plan which mean performance indicators which are evaluated annually

As part of the Lancashire IAG NOW Network the project is evaluated under their standards and also through them staff are able to access training events and conferences.

#### Additional Information

##### **Soft Outcomes**

Due to the nature of the project there were a lot of soft outcomes achieved. The project works to help clients achieve social integration and gain employment. Therefore the development of social skills and confidence are a major part of the projects work. A clients barriers to work may not just be experience or qualifications, and in many cases they have good experience and qualifications, but the fact that they lack the social skills or confidence to gain employment. Many older clients who had not worked for a while had little confidence in their abilities and were worried by what they perceived as a young persons

market where you needed to be skilled in the use of modern technology. Mentors needed to work with these clients to help them realise the positives they could bring to an employer and the experience they had along with the realisation that they didn't need computing skills to gain good employment. Ethnic minority clients may have many skills and good work experience but often this was abroad. These clients needed working with to help them realise the transferable skills they had from previous jobs that could be used and also help them gain the confidence to apply for work. Many of the female clients had low levels of confidence, often due to having spent long periods out of the employment market. Again these clients needed help developing confidence and recognising their skills and experience. So it can be seen that to achieve the results it did the project needed to produce a lot of soft outcomes based around confidence building and motivation. These outcomes were not formally measured however they could be seen by the feedback given by clients and the employment they gained. Comments such as " I didn't think I'd ever get a job "or "I didn't realise I'd be able to do this job" were common comments and even clients who did not gain employment stated that they felt a lot more confident and positive about themselves and felt that their chances of employment in the future had been improved.

### **Driving Lessons**

As explained to our contract manager a few of the clients had been offered driving lessons as a training course. This would either enable them to increase the areas in which they could apply for jobs or was a specific need for the job they wanted to apply for. For example a client who was a qualified NVQ assessor found that most assessor jobs required the ability to travel around a large area. Due to the fact that these clients needed to apply for provisional licences before they could start lessons, and that the cost of lessons would not be known until they had completed an assessment lesson, the payment of lessons would not be completed until after the ESF funding period. As money was available in the budget for this then it was agreed that the lessons could be paid for after the funding period had ended.

### **Unemployed Clients**

It was also explained to our contract manager that not all unemployed clients were actually registered as unemployed as, particularly within the ethnic community, they were supported by family members as it was seen as unacceptable to receive assistance from the state. Some clients were also registered as unemployed but not receiving benefits either because of other income into the household or because they had not paid enough national insurance yet.

SIGNATURE:

DATE



## CLIENT FEEDBACK

1. **WHO WAS YOUR MENTOR?**

SHARON        
ROGER          
SHEILA      

2. **SURROUNDINGS.** Was the meeting room appropriate, comfortable and well equipped?

YES          
NO        

3. **SERVICE.** Was it clearly explained to you at the outset, what our service could and could not do?

YES          
NO        

4. **WELCOME/ FRIENDLINESS.** Were you made to feel welcome and at ease?

YES          
NO        

5. **EQUALITY.** Did you feel that you were treated fairly and with respect?

YES          
NO        

6. **EQUALITY.** Did you experience any indirect discrimination?

YES          
NO        

7. **INFORMATION.** Do you feel that useful information was made accessible to you?

YES          
NO        

8. **INFORMATION.** Were there any gaps in the information that you were offered?

YES          
NO

9. **ADVICE.** Do you feel the support you got was appropriate, helpful and effective?

YES   
NO

10. **REFERRAL.** If you were referred from/to another service, was this useful?

YES   
NO

11. **RESULTS.** Was the experience beneficial to you?

YES   
NO

12. **RESULTS.** What aspect of the service was most helpful?

Please fill in box below

13. **PRIVACY/ CONFIDENTIALITY.** Do you feel that your details were kept sufficiently confidential?

YES   
NO

14. **PRIVACY/ CONFIDENTIALITY.** Were you consulted over any disclosures?

YES   
NO

15. **RECOMENDATIONS.** Would you recommend our service to a friend?

YES   
NO

16. **SIGNATURE.** Feel free to remain anonymous or sign your name below if you would appreciate a follow up:

\_\_\_\_\_

17.

**COMMENTS:**

**Ap**

**OTHER COMMENTS:**

## COMMENTS:

I thought it was brilliant & everyone should be given the opportunity to do it. Very helpful, there should be more courses like it & I would love to be considered for any more courses. I would be grateful if I was informed of any.

Wouldn't hesitate in calling if needs be.

The Every Opportunity team was very supportive and helped me to overcome my lack of confidence and find interesting work.

Please accept my apologies for not keeping in touch. Since I started New Deal +25 everything has escalated. I am now on work experience at Open Door Project for 13 weeks. Thankyou for your support Sharon. I found out yesterday that I can keep going to my Thursday morning course and that's all down to you. Thankyou.

Eileen, Hilary and Sharon are all very helpful, friendly and a great asset to Every Opportunity for Women. Thankyou very much to all 3 of them.

I found it very difficult having to book an appointment via the Job Centre, and could not get in contact to Every St on the telephone when I tried, for information.

Lovely staff, I felt safe to say anything so I did.

I was very pleased with the hospitality I received and not to mention all the relevant helpful advice regarding job opportunities. Thanks.

Pleasant, helpful, friendly staff.

Keep up the good work.

Very efficient and reliable service

I felt the service was very beneficial not only to finding a job but to my psychological side as well, I was starting to feel really depressed but the team made me see that I could be positive and I am very grateful to them.

It would be good if you were fully prepared to help people of all ages, as I am 17 I could have done with just a little more help. Keep up the good work though.

Roger is very helpful. Helped in application, spec forms, cv, letters etc, stuff I needed help in. Hopefully I will get some interviews, maybe even a job.

Enjoyed the verbal interaction with Roger. Knows his job, deserves promotion & appropriate salary.

I was well advised on what I needed to ask and what not to ask for.

Will definitely call in if I am in the same position again.

Roger asked me to let him know how I got on after my recent move to Merseyside.

Answer: fantastically well! Have got a christmas job (Tesco) and have been offered 5/6 other (clerical) jobs by just one agency.

Good reliable and friendly bilingual advice given. Very helpful.

My wife receives Income Support and DLA but is in hospital at the moment but when she comes home, would be useful for further contact as looking for part-time work Thursday to Sunday. Attended a 2 1/2 day computer repair and maintenance course in Manchester.

Would definitely recommend the service to friends and family.

Roger was very friendly and helpful, Thanks Roger. I recommend everybody to see Roger.

Daniel found it helpful but were held up waiting for Daniel to be allocated a social worker. Hopefully 2004 will be more productive. (Written by the mother).

Keep up the good work.

I feel the service provided is invaluable.

Very friendly, helpful staff, made to feel at ease.

RESULTS: What aspect of the service was most helpful?

Information provided and leaflets.

Referred to college.

Very good CV service.

All of it basically.

Got CV.

Business help.

The interview advice, career guidance and business advice were brilliant.

Getting advice and information, and coming in regularly.

I found the advice given was very helpful in my interview techniques.

Roger arranged driving lessons for me and got me temporary job at Every Opportunity for Women

All the help I was given and the support

This service was very helpful for me

I found the follow up phone calls very helpful and comforting. Thankyou

FLT course

I was made aware of previous (to me) unknown opportunities.

Very helpful. Everything is explained in great detail all the time.

TUP did not manage to get me a job but that was not their fault but due to difficult local conditions and my age (63)

Support offered by Mentor

The way Sharon explains and talks to you. It shows how you should deal with other people, and makes them feel at ease while she is helping.

Now doing a computer course with Learn Direct. Found it very helpful.

Tackling Unemployment Project did not lead to any employment but the regular contact was useful.

Excellent service, gives me a confidence boost to move on. Very encouraging.

Very helpful experience, Sheila was very encouraging and kind, these qualities make an individual feel very welcome.

I don't think I would be in the job I'm in now if it wasn't for Every Opportunity for Women. Thankyou

Very friendly and approachable. Would use the service again if needed.

Confidence building, interview skills

The help in filling out applications and obtaining my CV.